

**REMOTE SERVICES SYSTEM MESSAGE SYSTEM TO SUPPORT
REDUNDANCY OF DATA FLOW**

Michael J. Wookey

Trevor Watson

Jean Chouanard

5

Abstract

10 The invention relates to delivering a message from a customer to a remote
services system which includes: a unique identifier. The remote services system
assigns a message a unique identifier. The message and the unique identifier is
transmitted from the customer to the remote services system. The message is saved
with the customer until an acknowledgement of the receipt of the message is received
by the customer. Using the unique identifier, the receipt of the message from the
15 remote services system to the customer is acknowledged when the message is
received. A copy of the message is discarded when receipt of the message is
acknowledged. The message is retransmitted when the receipt of the message is not
acknowledged. Additionally, invention relates to delivering a message from a
customer to a remote services system which includes a unique identifier. The remote
20 services system assigns a message a unique identifier. The message and the unique
identifier is transmitted from the customer to the remote services system. A copy of
the message is saved with the customer until acknowledgement of receipt of the
message is received by the customer Using the unique identifier, the receipt of the
message from the remote services system to the customer is acknowledged when the
25 message is received. A copy of the message is discarded when receipt of the message
is acknowledged. The message is retransmitted when the receipt of the message is not
acknowledged.